

Exhibit 300: Capital Asset Summary

Part I: Summary Information And Justification (All Capital Assets)

Section A: Overview & Summary Information

Date Investment First Submitted: 2009-06-30
Date of Last Change to Activities: 2012-08-24
Investment Auto Submission Date: 2012-02-29
Date of Last Investment Detail Update: 2012-02-29
Date of Last Exhibit 300A Update: 2012-02-29
Date of Last Revision: 2012-08-24

Agency: 016 - Social Security Administration **Bureau:** 00 - Agency-Wide Activity

Investment Part Code: 01

Investment Category: 00 - Agency Investments

1. Name of this Investment: Interactive Video Teletraining-IVT

2. Unique Investment Identifier (Ull): 016-000002026

Section B: Investment Detail

- 1. Provide a brief summary of the investment, including a brief description of the related benefit to the mission delivery and management support areas, and the primary beneficiary(ies) of the investment. Include an explanation of any dependencies between this investment and other investments.**

The Social Security Administration's (SSA) Interactive Video Teletraining (IVT) program leverages technology to deliver remote training to an average of 30,000 SSA employees a year in a cost-effective, efficient and flexible manner. Using IVT, instructors are able to teach students dispersed across the nation via a single live training broadcast. This method provides consistent, accurate, and timely education at a fraction of the cost of traditional delivery methods. Traditional employee and instructor travel to attend classes is both costly and logistically challenging. Instructors would travel to various sites to provide training, and most employees would have to travel to attend those classes. In this scenario, it is difficult for all employees to receive the same training during the same time period, and it is also costly to have instructors teach the same material repeatedly at each training location. IVT provides a solution to these issues by using satellite technology to deliver live broadcast training directly to employees in SSA classrooms. The classrooms are equipped with keypads and microphones to allow student interaction with the instructor during the broadcast. IVT also provides remote training to employees across the U.S., including Puerto Rico, US Virgin Islands, Hawaii, Alaska, and the Pacific Rim. Each year IVT delivers 1120 training sessions, which saves SSA approximately \$50 million annually. IVT is also key to SSA's longstanding tradition of providing the high-quality service the public expects by training employees on SSA programs and their roles in serving the public. IVT also contributes to employee satisfaction

and retention. IVT is a mixed lifecycle investment, consisting of development, modernization and enhancements initiatives, as well as maintenance activities. The core components of the IVT infrastructure are: seven broadcast studios, a satellite uplink facility located in Baltimore where the training content is transmitted to the satellite, 50 MHz of leased satellite airtime, and over 1,700 IVT classroom/downlink locations. In addition, there is a Help Desk that operates 13 hours per day, Monday through Friday to provide technical assistance to the studios and end-users(students). The studios deliver live broadcasts to the classrooms in the local offices. Instructors(at the studios) and students(in the local office) are able to have live interaction by using microphones and keypads at each student's desk.

2. How does this investment close in part or in whole any identified performance gap in support of the mission delivery and management support areas? Include an assessment of the program impact if this investment isn't fully funded.

As outlined in the Service Principles in the Agency Strategic Plan (ASP) for Fiscal Years (FY) 2008-2013, SSA is committed to training its public servants in order to effectively serve the public. IVT supports this principle by leveraging technology to deliver remote training to SSA's employees, which enables instructors to teach students dispersed across the nation via a single live training broadcast. IVT also supports Strategic Goal 4 of increasing the use of green solutions in daily operations by eliminating employee and instructor travel which improves the environment and saves taxpayers dollars by minimizing waste and reducing energy consumption. Throughout its 13 years of existence, IVT has consistently achieved high customer satisfaction ratings from employees. At this time, SSA has not identified any current performance gaps for IVT. IVT would be forced to discontinue necessary technological upgrades if not provided with a fully funded budget. To function effectively, the IVT network and equipment must be kept up-to-date and periodically replaced. Without the necessary funds for the IVT program, SSA will not be able to provide adequate and cost efficient training to SSA employees.

3. Provide a list of this investment's accomplishments in the prior year (PY), including projects or useful components/project segments completed, new functionality added, or operational efficiency achieved.

In FY2011, SSA upgraded three of seven IVT studios from analog to digital technology. SSA also replaced equipment that had reached its end-of-life per the manufacturer, including television monitors and site controllers (devices that allow for the interactivity between studio and classroom. The studio upgrades and equipment refreshments improved the audio and video quality of the IVT broadcasts. IVT provided ongoing maintenance and operations support to the network, which consists of satellite communications, studio broadcasting, interactive classroom components, and Visual Communications Control Center (Help Desk) management. IVT provided ongoing support to moves, add, and changes (MAC) activities associated with office relocations or new IVT locations.

4. Provide a list of planned accomplishments for current year (CY) and budget year (BY).

Beginning in FY2012, IVT will conduct proof of concept for a Windows-based desktop platform capable of providing a variety of hands-on tools for students and instructors, including a 2-way communication and an instantaneous feedback feature. IVT will also

refresh satellite receiver equipment at large sites in FY2012, which involves a special configuration and a detailed engineering process. This is the most cost effective configuration for refreshing large facilities. Contingent upon budget approvals, IVT will enhance the broadcast studios starting in FY2012 and extending into FY2013. This would include the purchase and installation of production IVT studios, portable production systems, digital field cameras, editing equipment, and scheduling software. In FY2013, IVT will begin piloting the Windows-based desktop platform, and will implement cyclical replacement of site controllers and studio cameras. Throughout FY2012 and FY2013, IVT will provide ongoing maintenance and operations support to the network, which consists of satellite communications, studio broadcasting, interactive classroom components, and Visual Communications Control Center (Help Desk) management. IVT will also fix or replace malfunctioning equipment as necessary. Furthermore, IVT will provide ongoing support to MAC activities associated with office relocations or new IVT locations.

- 5. Provide the date of the Charter establishing the required Integrated Program Team (IPT) for this investment. An IPT must always include, but is not limited to: a qualified fully-dedicated IT program manager, a contract specialist, an information technology specialist, a security specialist and a business process owner before OMB will approve this program investment budget. IT Program Manager, Business Process Owner and Contract Specialist must be Government Employees.**

2011-09-13

Section C: Summary of Funding (Budget Authority for Capital Assets)

1.

Table I.C.1 Summary of Funding

	PY-1 & Prior	PY 2011	CY 2012	BY 2013
Planning Costs:	\$0.0	\$0.0	\$0.0	\$0.0
DME (Excluding Planning) Costs:	\$84.0	\$4.4	\$2.4	\$3.4
DME (Including Planning) Govt. FTEs:	\$1.9	\$0.5	\$0.2	\$0.4
Sub-Total DME (Including Govt. FTE):	\$85.9	\$4.9	\$2.6	\$3.8
O & M Costs:	\$36.0	\$5.9	\$8.8	\$8.0
O & M Govt. FTEs:	\$7.0	\$0.7	\$0.9	\$0.9
Sub-Total O & M Costs (Including Govt. FTE):	\$43.0	\$6.6	\$9.7	\$8.9
Total Cost (Including Govt. FTE):	\$128.9	\$11.5	\$12.3	\$12.7
Total Govt. FTE costs:	\$8.9	\$1.2	\$1.1	\$1.3
# of FTE rep by costs:	85	9	9	10
Total change from prior year final President's Budget (\$)		\$0.6	\$-1.3	
Total change from prior year final President's Budget (%)		5.20%	-9.40%	

2. If the funding levels have changed from the FY 2012 President's Budget request for PY or CY, briefly explain those changes:

Actual funding increased in FY11 due to equipment upgrade projects being completed earlier than planned. The funding decrease in FY12 is a result of the early completion of digital equipment upgrades which took place in FY10 and FY11.

Section D: Acquisition/Contract Strategy (All Capital Assets)

Table I.D.1 Contracts and Acquisition Strategy

Contract Type	EVM Required	Contracting Agency ID	Procurement Instrument Identifier (PIID)	Indefinite Delivery Vehicle (IDV) Reference ID	IDV Agency ID	Solicitation ID	Ultimate Contract Value (\$M)	Type	PBSA ?	Effective Date	Actual or Expected End Date
Awarded	2800	SS000830621	GS00T07NSD0022	4735							
Awarded	2800	SS000640002	GS35F0493K	4730							

2. If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why:

SSA's Earned Value Management (EVM) policy and implementation was reviewed by OMB, OIG and others and deemed consistent with the intent of OMB's M-10-27 (and its predecessors) and the ANSI standards, which define a compliant EVM System. SSA performs the vast majority of our work in-house, and thus conducts EVM and program management at the total program level which includes both Government costs and support contracts. The inclusion of Earned Value in SSA contracts is based on the type of contract let, the services performed, and the date when the contract was let. When applicable per policy, Earned Value Management requirements are applied to SSA contractors in one of two ways. The first is to require the contractor to satisfy requirements in accordance with FAR 52.234. SSA currently has seven contracts that include a modified EVM FAR clause. The second is for the contractor to provide necessary data directly into SSA's in-house EVMS. SSA's in-house, program-level EVMS enables contractor efforts to be easily and separately monitored, yet produces data attributable to the component and sub-component level. Where appropriate, successor contracts to expiring SSA contracts include a modified EVM FAR clause suited to SSA's program level EVMS. Examples include the IT Support Services Contract (ITSSC) replacing the Agency Wide Support Services Contract (AWSSC), and the DCPS contract eventually replacing the Versa and Levy (Iron Data) contracts.

Exhibit 300B: Performance Measurement Report

Section A: General Information

Date of Last Change to Activities: 2012-08-24

Section B: Project Execution Data

Table II.B.1 Projects

Project ID	Project Name	Project Description	Project Start Date	Project Completion Date	Project Lifecycle Cost (\$M)
IVT06	FY11 IVT	IVT is the primary source of program training to SSA employees nationwide. The Office of Learning utilizes the infrastructure to deliver Title II/Title XVI, and other program-specific information to offices located throughout the country.			
IVT0701	FY12 IVT - Resources	Work directly related to IVT Network Upgrade and Maintenance.			
IVT0702	FY12 IVT - MACs & Upgrades	SSA provides services for any Moves, Adds, and Changes which occur within the scope of the IVT network. In addition, SSA provides for all upgrades to aging equipment which is no longer supported by the manufacturer.			
IVT0703	FY12 IVT - Maintenance	SSA has two active contracts in place to provide maintenance support on the IVT Network. The contracts support 7 studios, the uplink in Baltimore MD, 50 MHz of bandwidth, 1600+			

Table II.B.1 Projects

Project ID	Project Name	Project Description	Project Start Date	Project Completion Date	Project Lifecycle Cost (\$M)
		downlinks/classrooms, and a Help Desk which operates 12 1/2 hours Mon-Fri.			
IVT0704	FY12 IVT - MGMT O/H	Management and overhead workyears are based on the total number of FTEs and Contractors allocated to this program for project-related work.			
IVT0705	FY12 IVT - Non-DCS Support	GS-2210 IT Specialists supporting major IT initiatives that work in various Agency-level Offices outside the Office of Systems.			

Activity Summary

Roll-up of Information Provided in Lowest Level Child Activities

Project ID	Name	Total Cost of Project Activities (\$M)	End Point Schedule Variance (in days)	End Point Schedule Variance (%)	Cost Variance (\$M)	Cost Variance (%)	Total Planned Cost (\$M)	Count of Activities
IVT06	FY11 IVT							
IVT0701	FY12 IVT - Resources							
IVT0702	FY12 IVT - MACs & Upgrades							
IVT0703	FY12 IVT - Maintenance							
IVT0704	FY12 IVT - MGMT O/H							
IVT0705	FY12 IVT - Non-DCS Support							

Key Deliverables

Project Name	Activity Name	Description	Planned Completion Date	Projected Completion Date	Actual Completion Date	Duration (in days)	Schedule Variance (in days)	Schedule Variance (%)
IVT06	FY11 IVT	IVT is the primary source of program	2011-09-30	2011-09-30	2011-09-30	364	0	0.00%

Key Deliverables								
Project Name	Activity Name	Description	Planned Completion Date	Projected Completion Date	Actual Completion Date	Duration (in days)	Schedule Variance (in days)	Schedule Variance (%)
		training to SSA employees nationwide. The Office of Learning utilizes the infrastructure to deliver Title II/Title XVI, and other program-specific information to offices located throughout the country.						
IVT0702	Seattle Studio Upgrade	This studio is the last of the 7 studios to be upgraded from analog to digital technology.	2011-12-31	2011-12-31	2011-12-31	35	0	0.00%
IVT0702	IVT Classroom/Studio MACs Phase I	All work related to Move, Adds, and Changes to the IVT Network located within the scope of the 7 broadcast studios, National Computer Center (NCC)uplink, and over 1600+ classrooms located throughout the country. During Phase I, most activities are related the mandatory changes that occur within the scope of the contract and relocations that occur due to the expiration of leases at the sites.	2012-03-30	2012-03-30	2012-03-30	179	0	0.00%
IVT0702	IVT Satellite MACs Phase I	All work related to Move, Adds, and Changes located within the scope of the satellite contract consisting of the NCC uplink, 50MHz of bandwidth and over	2012-03-30	2012-03-30	2012-03-30	179	0	0.00%

Key Deliverables								
Project Name	Activity Name	Description	Planned Completion Date	Projected Completion Date	Actual Completion Date	Duration (in days)	Schedule Variance (in days)	Schedule Variance (%)
		1600+ downlink satellite dishes located throughout the country						
IVT0702	IVT Satellite MACs Phase II	All work related to Move, Adds, and Changes located within the scope of the satellite contract consisting of the NCC uplink, 50MHz of bandwidth and over 1600+ downlink satellite dishes located throughout the country	2012-09-30	2012-09-30		182	0	0.00%
IVT0702	IVT Classroom/Studio MACs Phase II	All work related to Move, Adds, and Changes located within the scope of the satellite contract consisting of the NCC uplink, 50MHz of bandwidth and over 1600+ downlink satellite dishes located throughout the country. Based on historical trends related to MAC activities, approvals for additional IVT sites and relocations typically increase. Therefor, Phase II is planned accordingly for new site installs and additional relocations.	2012-09-30	2012-09-30		182	0	0.00%

Section C: Operational Data

Table II.C.1 Performance Metrics

Metric Description	Unit of Measure	FEA Performance Measurement Category Mapping	Measurement Condition	Baseline	Target for PY	Actual for PY	Target for CY	Reporting Frequency
Percent of Entry-Level Service Representative (SR) trainees who met or were above the expectations of preparedness after their IVT training course	Percent	Customer Results - Customer Benefit	Over target	96.000000	96.000000	97.000000	96.000000	Monthly
Percent of Entry-Level Claims Representative Title II trainees who met or were above the expectations of preparedness after their IVT training course	Percent	Customer Results - Customer Benefit	Over target	91.000000	91.000000	95.000000	91.000000	Monthly
Percent of Entry-Level Claims Representative Title XVI trainees who met or were above the expectations of preparedness	Percent	Customer Results - Customer Benefit	Over target	95.000000	95.000000	95.000000	95.000000	Monthly
Achieve 99.88% service availability in IVT downlink sites	Percent	Technology - Reliability and Availability	Over target	85.000000	85.500000	93.000000	86.000000	Monthly
Percent of satellite trouble tickets resolved within 3 business days	Percent	Process and Activities - Productivity	Over target	83.000000	83.500000	95.000000	84.000000	Quarterly
Percent of downlink trouble tickets resolved within 5 business days	Percent	Process and Activities - Productivity	Over target	98.600000	99.880000	97.900000	99.880000	Quarterly

